

BEFORE THE NEBRASKA PUBLIC SERVICE COMMISSION

In the Matter of the Commission,) Application No. NG-0046/
on its own motion, seeking to) PI-128
investigate certain customer)
service issues and plans) ORDER ISSUING REPORTING
relating to Source Gas LLC,) REQUIREMENTS
f/k/a Kinder Morgan, Inc.,)
Lakewood, Colorado.) Entered: March 11, 2008

BY THE COMMISSION:

O P I N I O N A N D F I N D I N G S

On April 17, 2007, the Nebraska Public Service Commission (Commission) opened the above-captioned docket to gather information concerning certain customer service issues and plans relating to SourceGas Distribution, LLC, f/k/a Kinder Morgan, Inc., Lakewood, Colorado ("SourceGas"). A workshop was held on May 22, 2007 at the Commission and SourceGas provided information on the planned changes in different aspects of customer service that it planned to implement in the next 12 to 18 months.

SourceGas conducted a customer service presentation on January 15, 2008, to update the Commission on the changes concerning customer service and to address certain issues that had arisen concerning a new computer billing system implemented by SourceGas in September of 2007.

During the January 15, 2008, presentation, the Commission received information from SourceGas concerning the new company engaged by SourceGas to perform customer service functions. The Commission also received information concerning computer software-related problems that had been found in the newly implemented billing system and their effect on SourceGas customers. SourceGas reported on the steps it had taken and proposed to take to remedy the problems. Subsequently, on February 5, 2008, SourceGas filed with the Commission a copy of a letter that was mailed to affected Nebraska customers, apologizing for service issues.

The State Natural Gas Regulation Act (Act)¹ enacted by the Nebraska Legislature in 2003 and rules and regulations promulgated by the Nebraska Public Service Commission (Commission) give the Commission the authority to investigate terms and conditions of service of the jurisdictional utilities.²

¹ See Neb. Rev. Stat. § 66-1801 et seq.

² Neb. Rev. Stat. § 66-1809.

The pertinent statute states in part, "The commission, upon its own initiative, may investigate all schedules of rates, contracts, and terms and conditions of service of jurisdictional utilities."³ SourceGas is a jurisdictional utility pursuant to the Act.⁴ The Act further gives the Commission the authority to determine if SourceGas' services are inadequate and to remedy them accordingly.⁵

To further the investigation into SourceGas' customer service issues and to monitor the progress of the proposed changes and remedies proposed by SourceGas, the Commission finds that beginning no later than April 15, 2008, SourceGas shall file a monthly customer service report outlining the following areas:

- a. Number of customers who have not received a regular billing statement since the time of the billing conversion in September, an explanation for the lack of a bill, and the anticipated date for resolution of the problem;
- b. Whether customers are being disconnected for non-payment, and if so, how many have been disconnected in the applicable one-month period;
- c. Number of customer service representatives employed that have completed training and are receiving customer calls;
- d. Statistics on customer service calls, including monthly call volume, average length of time a customer waits before reaching customer service during peak call volume times and non-peak call volume times, average length of call once a customer service representative has connected with a customer, and number of complaints escalated to a supervisor;
- e. Data demonstrating internal evaluation of customer service performance, namely, statistics on the voluntary customer service survey that SourceGas described in the January Commission workshop, including percentage of customers who participate and results of the survey; and
- f. Copies of any written communications to customers and standard scripts used for call handling.

³ See Neb. Rev. Stat. § 66-1809(1).

⁴ See Neb. Rev. Stat. § 66-1802(10).

⁵ See Neb. Rev. Stat. § 66-1809.

The Commission may also require SourceGas to provide such supplemental data, information, or reports as may be necessary for the Commission to remain informed on customer service issues facing SourceGas.

O R D E R

IT IS THEREFORE ORDERED by the Nebraska Public Service Commission that SourceGas Distribution, LLC, shall file a customer service report with the information contained above on a monthly basis beginning no later than April 15, 2008.

MADE AND ENTERED at Lincoln, Nebraska, this 11th day of March, 2008.

NEBRASKA PUBLIC SERVICE COMMISSION

COMMISSIONERS CONCURRING:

Chair

ATTEST:

Executive Director